

## **RIF Communications Guide**

### ***Suggested Guidelines***

- A comprehensive communications approach should be developed in conjunction with the actual RIF plan
- Communications strategies should carefully consider the best timeline for disseminating information and identifying target audiences
- Information should focus on what is appropriate and needed by each target group
- Communication should occur early and often and should be delivered through various methods to minimize confusion and ensure accuracy, consistency and timeliness
- Feedback loops should be included in the communications plan so that adjustments can be made as needed
- Resources should be identified and included in the communications strategy
- Managers responsible for communicating with RIF employees should receive training and have a general script or template to ensure consistency and quality of communication

### ***Communications General Sequence***

- Training for administrators and managers on RIF policies, dynamics, communications and change management
- RIF names released to administrators/managers
- Managers notify employees affected by a RIF
- Managers meet with work groups after all notifications are complete
- RIF plan is released
- Meetings with resources such as DEW, DSHR, etc., are held with employees affected by a RIF
- On-going communication among managers to identify and respond to issues

### ***Examples of resources/information for employees affected by a RIF:***

- RIF policies, eg., recall or reinstatement information
- Grievance rights
- Insurance/COBRA
- Retirement benefits/Deferred Comp
- Leave
- Unemployment benefits
- Job search information/NEOGOV
- Reference letter
- RIF applicant pool
- Vocational Rehabilitation services

(See RIF Information [www.admin.sc.gov/human-resources](http://www.admin.sc.gov/human-resources))

Résumé Writing Workshops  
Interviewing Skills Sessions  
Workers Compensation Sessions  
Change Management Training  
Financial Planning

### **Resources/Information for Supervisors of RIF'd employees**

RIF Policies and procedures

Detailed template to deliver RIF message

Listing of resources and assistance available to employees affected by a RIF

Schedule of meetings with DEW, DSHR, etc., if pertinent

Security contacts

Medical assistance and crisis information

Information on release of the RIF plan

On-going communication meetings to share information on appropriate organizational issues and address employees concerns

Supervisor training

- Manage emotions
- Deliver consistent message
- Deal with reactions

### **Resources/Information for staying employees (Layoff Survivor Syndrome)**

Change Management training

- Educate about change reactions
- Focus on positive coping mechanisms

Ongoing communication opportunities between managers and employees to share information on appropriate organizational issues and address employees concerns